

# Terms of Service

Last updated: October 20, 2025

When you use any [\[Your Company Name Here\]](#) products or services, you are agreeing to these latest Terms of Service ("Terms"). Violation of these terms may, at our discretion, result in us terminating your [\[Your Domain Here\]](#) account.

We may update these Terms of Service at any time. If we make significant changes, we will refresh the date at the top of this page and notify users who have signed up to our [policy updates mailing list](#).

## Definitions

"Company", "we", "our", or "us" in any of our policies or terms, refers to [\[Your Company Name Here\]](#).

"Services" refers to our website(s), including [\[Your Domain Here\]](#), and any product or service created and maintained by [\[Your Company Name Here\]](#). This includes [\[Your Domain Here\]](#), whether delivered within a web browser, desktop application, mobile application, or another format.

Finally, "you" or "your" refers to the people or organizations that create an account with one or more of our Services.

## Account Terms

1. You are responsible for maintaining the security of your account and password and for ensuring that any of your users do the same. The Company cannot and will not be liable for any loss or damage from your failure to comply with this security obligation. We recommend

all users set up two-factor authentication for added security. We may require it for some of our Services.

2. You are responsible for all content posted to and activity that occurs under your account, including content posted by and activity of any users in your account.
3. You must be a human. Accounts registered by “bots” or other automated methods are not permitted.

## **Payment, Refunds, and Plan Changes**

1. If you are using a free version of one of our Services, it is really free: we do not ask you for your credit/debit card or sell your data.
2. For paid Services that offer a free trial, we explain the length of trial when you sign up. After the trial period, your credit/debit card will be charged for the term you selected to keep using the Service. If your payment fails, we will freeze your account and it will be inaccessible until you make payment. If your account has been frozen for a while, we will queue it up for auto-cancellation. See our [Cancellation Policy](#) for more details.
3. If you are upgrading from a free plan to a paid plan, we will charge your credit/debit immediately and your billing cycle starts on the day of upgrade. For other upgrades or downgrades in plan level, the new rate starts from the next billing cycle.
4. All fees are exclusive of all taxes, levies, or duties imposed by taxing authorities. Where required, we will collect those taxes on behalf of the taxing authority and remit those taxes to taxing authorities. Otherwise, you are responsible for payment of all taxes, levies, or duties.

5. We process refunds according to our [Refund Policy](#).

## **Cancellation and Termination**

1. You are solely responsible for properly canceling your account. You can find instructions for how to cancel your account by logging into your account, going to the Account page, and clicking the "Cancel Membership" link on the "Actions > Danger Zone" pane. An email or phone request to cancel your account is not automatically considered cancellation. If you need help canceling your account, you can always [contact our Support team](#).
2. All of your content will be inaccessible from the Services immediately upon account cancellation. Within 30 days, all content will be permanently deleted from active systems and logs. Within 60 days, all content will be permanently deleted from our backups. We cannot recover this information once it has been permanently deleted. We recommend you export your data before your account is canceled. [Contact our Support team](#) for help exporting a site.
3. If you cancel the Service before the end of your current paid up month, your cancellation will take effect immediately, and you will not be charged again. If you are on an annual term, your cancellation will take effect at the end of the current term. We do not automatically prorate unused time. See our [Refund Policy](#) for more details.
4. We reserve the right to suspend or terminate your account and refuse any and all current or future use of our Services for any reason at any time. Suspension means you and any other users on your account will not be able to access the account or any content in the account. Termination will furthermore result in the deletion of your account or your access to your account, and the deletion of all

content in your account. We also reserve the right to refuse the use of the Services to anyone for any reason at any time.

5. Verbal, physical, written or other abuse (including threats of abuse or retribution) of a Company employee or officer will result in immediate account termination.

## **Modifications to the Service and Prices**

1. We intend to support our Services [Until the End of the Internet](#) as far as it is possible and reasonable to do so. That means when it comes to security, privacy, and customer support, we will do our best to maintain any legacy Products and Services. Sometimes it becomes technically impossible to continue a feature or we redesign a part of our Services because we think it could be better or we decide to close new signups of a product. We reserve the right at any time to modify or discontinue, temporarily or permanently, any part of our Products and Services with or without notice.
2. Sometimes we change the pricing structure for our products and services. When we do that, we tend to exempt existing customers from those changes. However, we may choose to change the prices for existing customers. If we do so, we will do our best to give at least 30 days notice and notify you via the email address on record. We may also post a notice about changes on our websites or the affected Services themselves. We do not guarantee we will provide advance notice of any changes.

## **Uptime, Security, and Privacy**

1. Your use of the Services is at your sole risk. We provide our Products and Services on an “as is” and “as available” basis. We do not offer

service-level agreements, but do take uptime of our applications seriously.

2. We reserve the right to temporarily disable your account if your usage significantly exceeds the average usage of other customers of the Services. We'll reach out to the account owner before taking any action except in rare cases where the level of use may negatively impact the performance of the Service for other customers.
3. We take many measures to protect and secure your data, including through backups, redundancies, and encryption. We enforce HTTPS encryption for data transmission from the public Internet. There are some edge cases where we may send your data through our network unencrypted. Please contact us at [\[Support Email Address\]](#) to report a security incident or threat.
4. You agree that [\[Your Company Name Here\]](#) may process your data as described in our [Privacy Policy](#) and for no other purpose. On rare occasion, our staff may access your data for the following reasons:
  1. **To help you with support requests you make.** You grant express consent for us to access your account when you make a support request.
  2. **On the rare occasions when an error occurs that stops an automated process partway through.** When we can fix the issue and restart automated processing without looking at any personal data, we do. In rare cases, we have to look at a minimum amount of personal data to fix the issue.
  3. **To safeguard [\[Your Company Name Here\]](#).** We'll look at logs and metadata as part of our work to ensure the security of your

data and the Services as a whole. If necessary, we may also access accounts as part of an abuse report investigation.

4. **To the extent required by applicable law.** As a U.S. company with its main data infrastructure located in the US, we only preserve or share customer data if compelled by a U.S. government authority with a legally binding order or proper request under the Stored Communications Act, or in limited circumstances in the event of an emergency request. If a non-U.S. authority approaches [\[Your Company Name Here\]](#) for assistance, our default stance is to refuse unless the order has been approved by the U.S. government, which compels us to comply through procedures outlined in an established mutual legal assistance treaty or agreement mechanism. If [\[Your Company Name Here\]](#) is audited by a tax authority, we only share the bare minimum billing information needed to complete the audit.
5. We use third party vendors and hosting partners to provide the necessary hardware, software, networking, storage, and related technology required to run the Services. You can see a list of all subprocessors who handle personal data for [Basecamp](#), [HEY](#), [Highrise](#), [Campfire](#), and [Backpack](#), as well as a list of [Company Processors](#). We use third party subprocessors, such as cloud computing providers and customer support software, to run Basecamp. We establish GDPR-compliant data processing agreements with each subprocessor, extending [GDPR safeguards](#) everywhere personal data is processed. The following is a list of personal data subprocessors we use. These subprocessors are all located in the United States:

[Amazon Web Services](#): Cloud services provider.

[Birdie](#): Support request screen recordings

[Cloudflare](#): Cloud services provider

[hCaptcha](#): Anti-bot protection

[Help Scout](#): Help desk software

[Linode/Akamai](#): Cloud services provider.

[Sentry](#): Error reporting software

[Stripe](#): Payment processing services

[TaxJar](#): Sales tax calculation

6. Under the California Consumer Privacy Act ("CCPA"), [\[Your Company Name Here\]](#) is a "service provider", not a "business" or "third party", with respect to your use of the Services. That means we process any data you share with us only for the purpose you signed up for and as described in these [Terms](#), and the [Privacy Policy](#). We do not retain, use, disclose, or sell any of that information for any other commercial purposes unless we have your explicit permission. Similarly, you agree to comply with your requirements under the CCPA and not use [\[Your Company Name\]](#) Services in a way that violates the regulations.
7. These Terms also apply when the EU General Data Protection Regulation ("GDPR") or United Kingdom General Data Protection Regulation ("UK GDPR") applies to your use of [\[Your Company Name Here\]](#) Services to process Customer Data.

## Copyright and Content Ownership

1. All content posted on the Services must comply with U.S. copyright law. You can notify us of either copyright infringement claims or DMCA counter-notifications through either of the following channels:

By email: [\[Your Legal Email Address\]](#)

By mail:

[\[Company Name\]](#)

[\[Address\]](#)

[\[City, State, Zip\]](#)

2. You give us a limited license to use the content posted by you and your users in order to provide the Services to you, but we claim no ownership rights over those materials. All materials you submit to the Services remain yours.
3. We do not pre-screen content, but we reserve the right (but not the obligation) in our sole discretion to refuse or remove any content that is available via the Service.
4. The Company or its licensors own all right, title, and interest in and to the Services, including all intellectual property rights therein, and you obtain no ownership rights in the Services as a result of your use. You may not duplicate, copy, or reuse any portion of the HTML, CSS, JavaScript, or visual design elements without express written permission from the Company. You must request permission to use the Company's logos or any Service logos for promotional purposes. Please [email us](#) requests to use logos. We reserve the right to rescind any permissions if you violate these Terms.



5. You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Services, use of the Services, or access to the Services without the express written permission of the Company.

## **Services Adaptations and API Terms**

Some third-party providers have created integrations between our Services and theirs. You can find some of those integrations when activating and using Email Marketing and Events & Event Registration plugins. We are not liable or accountable for any of these third-party integrations.

## **Liability**

**You agree that the Company is not liable to you or to any third party for damages of any kind that result from the use of the Services, in ability to access data, or unauthorized access of your data or account. The Company is also not liable for damages of any kind related to actions of any third party that uses the Services, or any other consequences related to the Terms or Services.**

If you have a question about any of these Terms, please [contact our Support team](#).

# Refund Policy

Effective Date: [\[Insert Date\]](#)

Last Updated: [\[Insert Date\]](#)

## 1. Overview

[\[Company Name\]](#) ("we," "our," or "us") strives to provide exceptional [consulting/coaching/advisory] services to all clients. This Refund Policy outlines the terms under which refunds may be granted for purchases made through our website at [\[Website URL\]](#).

By purchasing any service, program, or digital product from [\[Company Name\]](#), you acknowledge that you have read, understood, and agree to this Refund Policy.

## 2. Refund Eligibility

Refunds may be issued only under the following conditions:

- **Service not delivered:** If we are unable to deliver the purchased service or consultation due to circumstances within our control.
- **Duplicate payment:** If you are charged more than once for the same service.
- **Cancellation before service start:** If you cancel your service before any consultation, session, or deliverable work has begun.

**Refunds are not available for:**

- Completed consultations, coaching sessions, or digital deliverables.
- Missed or unattended appointments by the client.
- Dissatisfaction based on subjective expectations after a service has been rendered.
- Downloadable, digital, or informational products (e.g., templates, courses, or guides) once accessed or downloaded.

### **3. How to Request a Refund**

To request a refund, please contact us at [\[Support Email Address\]](#) with the following details:

- Your full name
- Date of purchase
- Description of the service purchased
- Reason for the refund request

Refund requests must be submitted within [\[X\]](#) days of the original purchase date.

### **4. Processing Time**

If your refund is approved, it will be processed within [\[X\]](#) business days. Refunds are issued to the original payment method used for purchase. Processing times may vary depending on your payment provider or bank.

### **5. Cancellations and Rescheduling**

If you need to cancel or reschedule a consultation, please provide at least [\[X hours/days\]](#) notice.

- Cancellations made within the required notice period may be rescheduled without penalty.
- Cancellations made after the required notice period or missed appointments may be forfeited without refund.

## **6. Policy Changes**

We reserve the right to modify this Refund Policy at any time. Any updates will be posted on this page with a revised effective date. Continued use of our services after such changes constitutes your acceptance of the updated policy.

## **Contact Information**

If you have questions about this Refund Policy, please contact us at:

[\[Company Name\]](#)

Email: [\[Support Email Address\]](#)

Address: [\[Mailing Address, optional\]](#)